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Privacy Policy

Effective Date: 01/01/2021

The RiverPod Co values your privacy and is committed to protecting the personal information you share with us. This Privacy Policy explains how we collect, use, disclose, and safeguard your personal information when you visit our website or use our houseboat rental services.

1. Information We Collect We collect various types of information when you use our services, including:

- **Personal Identification Information:** When you inquire about our services, we may collect your name, email address, phone number, billing address, and payment information.
- **Non-personal Identification Information:** We collect information such as browser type, device information, IP address, and browsing patterns on our website.

2. How We Use Your Information We use the collected information for various purposes, including:

- **To Provide Our Services:** To process your inquiries, consultations, and custom houseboat designs.
- **To Improve Our Services:** To enhance the design, manufacturing, and customer experience based on feedback and usage patterns.
- **To Communicate with You:** To respond to your inquiries, provide updates on your project, and offer information about our services or promotions.
- **To Process Payments:** To manage billing, invoices, and payments for houseboat design and construction services.
- **Legal Compliance:** To comply with applicable laws, regulations, and legal obligations.



3. Sharing Your Information We will not sell or rent your personal information to third parties. However, we may share your data in the following scenarios:

- **Service Providers:** We may share personal and project details with third-party contractors or suppliers involved in building your houseboat (e.g., materials suppliers, subcontractors) to facilitate the project.
- **Business Transfers:** If we are involved in a merger, acquisition, or sale of assets, your information may be transferred as part of that transaction.
- **Legal Requirements:** We may disclose your information if required to do so by law or in response to legal processes, such as a subpoena, court order, or government request.

4. Data Security We take reasonable precautions to protect your personal information from unauthorized access, alteration, or disclosure. However, no data transmission over the internet or electronic storage method can be guaranteed as 100% secure. While we strive to protect your personal information, we cannot guarantee its absolute security.

5. Cookies and Tracking Technologies We use cookies and other tracking technologies on our website to improve user experience, analyze trends, and collect non-personal information, such as the pages you visit. You can manage or disable cookies through your browser settings.

6. Your Rights Depending on your location and applicable laws, you may have the right to:

- Access and review the personal data we hold about you.
- Correct or update any incorrect or incomplete personal information.
- Request the deletion of your data, subject to legal and contractual restrictions.
- Object to or limit the use of your data in certain circumstances.

If you wish to exercise any of these rights, please contact us using the details below.

7. Third-Party Links Our website may contain links to third-party sites. We are not responsible for the privacy practices of these external websites. We encourage you to read their privacy policies before sharing any personal information.

8. Children's Privacy Our services are not directed at individuals under the age of 13, and we do not knowingly collect personal information from children. If we learn that we have inadvertently collected personal information from someone under 13, we will delete such information as soon as possible.

9. Changes to This Privacy Policy We may update this Privacy Policy from time to time to reflect changes in our practices or for other operational, legal, or regulatory reasons. Any updates will be posted on this page with an updated "Effective Date." Please review this policy periodically for any changes.



10. Contact Us If you have any questions or concerns regarding this Privacy Policy or how we handle your personal information, please contact us at:

The RiverPod Company
richard@riverpod.co.uk